



BARBHAG COLLEGE

Kalag: Nalbari: Assam

BARBHAG COLLEGE GRIEVANCE POLICY 2017

Barbhag College Grievance Policy outlines the procedures and steps that students, faculty, or staff can follow to address and resolve complaints, disputes, or grievances related to their college experience.

Definition of Grievance: A grievance of students and staff may include issues related to academic matters, discrimination, harassment, grading disputes, violations of college policies, or any other relevant concerns.

Academic Issues: Grievances related to unfair grading practices, academic integrity concerns, denial of academic opportunities, or inadequate academic support.

Discrimination and Harassment: Grievances involving allegations of discrimination or harassment based on protected characteristics, such as race, gender, religion, sexual orientation, disability, or age.

Violation of College Policies: Grievances arising from the alleged violation of college policies, rules, or procedures, including conduct code violations, disciplinary actions, or failure to follow established protocols.

Access and Accommodation: Grievances related to issues of accessibility, reasonable accommodations, or equal access to educational resources or facilities for individuals with disabilities or specific needs.

Employment Matters: Grievances involving employment-related matters, such as unfair treatment, wrongful termination, discrimination, or contractual disputes concerning faculty or staff members.

Campus Safety and Security: Grievances concerning the college's failure to provide a safe and secure environment, inadequate response to security incidents, or negligence in addressing safety concerns.

Student Services and Support: Grievances involving dissatisfaction with support services, such as counseling, career guidance, housing, financial aid, or other essential student resources.

Academic Freedom: Grievances related to perceived infringements on academic freedom, such as restrictions on research, teaching methodologies, or expression of ideas.

Informal Resolution: Students and staff raising grievances may be encouraged to initially attempt to resolve the grievance informally, by discussing the issue with the relevant parties involved. This step will promote open communication and seeks to resolve the matter without formal procedures.

Filing a Formal Complaint: If the grievance cannot be resolved informally or the issue is more serious, a student or teacher or another staff member may file a complaint with the grievance redressal committee, either in offline or online mode (through the college website). The Grievance Redressal Committee will forward the complaint to the concerned sub-committee depending on the nature of the Grievance.

Investigation: Upon receipt of a formal complaint, the committees concerned will take steps to investigate the grievance. This may involve gathering relevant evidence, interviewing involved parties, and ensuring a fair and impartial investigation process.

Timelines: The committees concerned will aim to address and resolve the grievance within a week. However, depending upon the nature of grievance, the time taken may be longer. But, under no circumstances, a grievance cannot be left unaddressed and unresolved for more than one month. All concerned with redressal of grievances will make every effort to ensure a timely response and resolution to the complaints.

Confidentiality: Confidentiality and privacy of complainants will be strictly maintained. The college will handle the grievance with discretion while disclosing information only to those directly involved in the investigation and resolution process.

Mediation or Alternative Dispute Resolution: The committees concerned with the grievance redressal mechanism may offer, when suitable, the option of mediation or alternative dispute resolution methods to help resolve some grievances. Mediation may involve a neutral third party facilitating discussions between the parties involved to find a mutually acceptable solution.

Decision and Appeals: Once the investigation is complete, the grievance redressal committee will communicate the decision to the concerned parties by telephone or/and by email. In some situations, the decision may also be communicated in person. If a party involved is not satisfied, they may appeal for review directly to the Principal, Barbhag College.

Non-Retaliation: The college authorities will ensure that individuals who file a grievance will be protected from any form of retaliation, emphasizing the importance of a safe and supportive environment.



(Phanidhar Deka)

Principal I/c & Secretary
Barbhag College